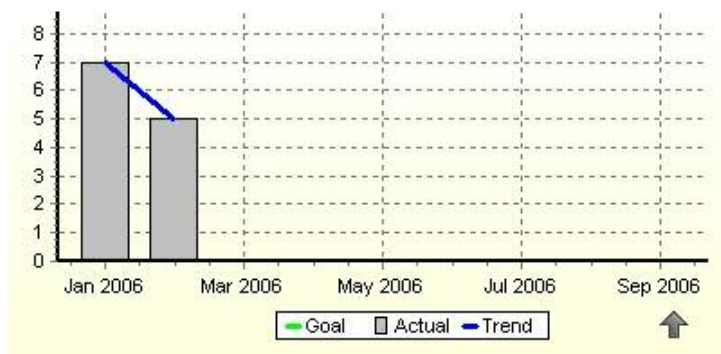


ACTUAL	GOAL	DATE
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↑ good direction

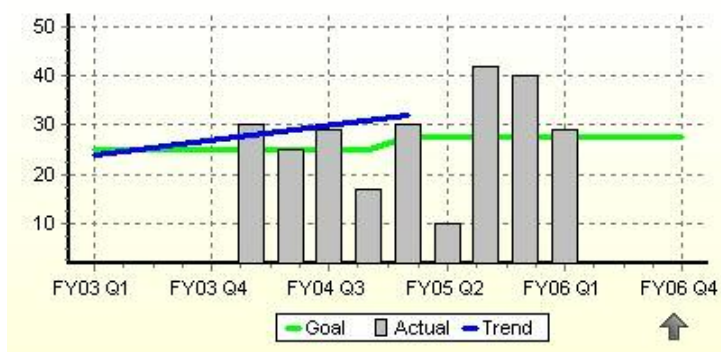
updated: 3/28/2006

Consumer education programs conducted, community events attended, media contacts, and press releases issued

Mario Goderich

#### Performance Graph

#### Consumer education programs conducted,...



↑ good direction

updated: 1/24/2006

#### Initiatives Linked To Measure

#### Owner(s)

#### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Consumer education programs conducted, community events attended, media contacts, and press releases issued-monthly	24	9	Feb 2006

Outreach programs conducted by the mediation center

Mario Goderich

#### Performance Graph

#### Outreach programs conducted by the med...



↑ good direction

updated: 1/24/2006

#### Initiatives Linked To Measure

#### Owner(s)

#### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Outreach conducted by the mediation center - monthly	n/a	n/a	

Money management attendees reporting improved skills

Mario Goderich

#### Performance Graph

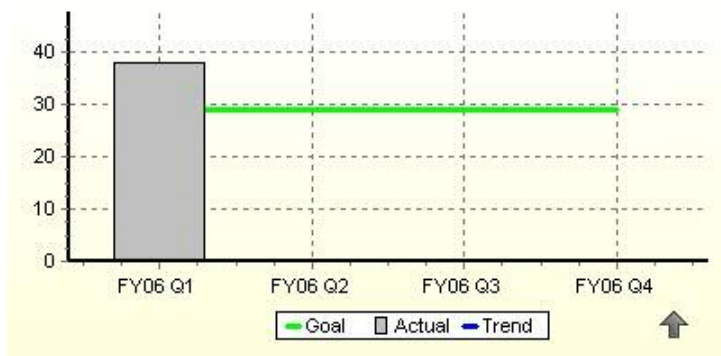
#### Money management attendees reporting i...



#### Initiatives Linked To Measure

#### Owner(s)

#### Child Measures Linked To Measure



↑ good direction

updated: 1/24/2006

	ACTUAL	GOAL	DATE
<div>▲</div> Customer satisfaction of money management workshop attendees	4.50	4.00	FY06 Q1
<div>▲</div> Money Management attendees reporting improved skills - monthly	116	10	Feb 2006

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Parent Objectives

Measures

Clients reporting improved skills (production/crop protection techniques and ag. business practices)

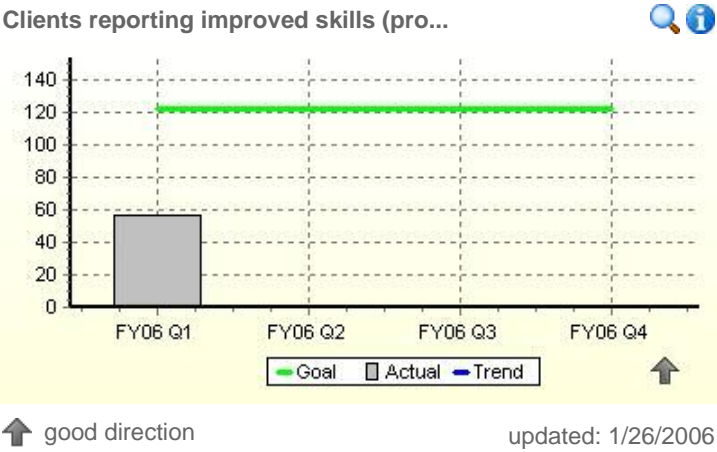
Owner(s)

Mario Goderich

Performance Graph

Initiatives Linked To Measure

Owner(s)



Child Measures Linked To Measure	ACTUAL	GOAL	DATE
Clients reporting improved skills (production/crop protection techniques and ag. business practices)- monthly	23	n/a	Feb 2006
▲ Customer satisfaction of production/crop protection techniques and ag. business practices workshop attendees	4.50	4.00	FY06 Q1

**Objective Name**

ED 4.2 Customer-friendly environment for regulated businesses - CSD

**Owner(s)**

Mario Goderich David Leahy

**Initiatives Linked To Objective****Owner(s)****GrandParent Objectives**

Create a more business-friendly environment in Miami-Dade County

**Parent Objectives**

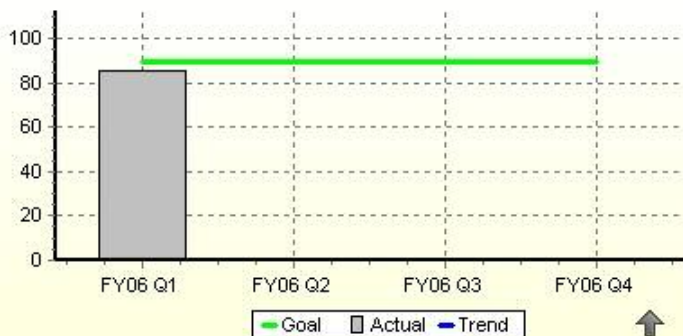
(ED4.2) Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County (priority outcome)

**Measures**

Renewal licenses issued within 14 calander days (Consumer Protection Division)

**Owner(s)**

Mario Goderich

**Performance Graph****Renewal licenses issued within 14 cala...**

↑ good direction

updated: 1/25/2006

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

	ACTUAL	GOAL	DATE
Renewal licenses issued within 14 calander days (Consumer Protection Division- monthly)	68	90	Feb 2006
Customer satisfaction of businesses and individuals that apply for licenses in person (Consumer Protection Division)	4.60	4.00	FY06 Q1
Customer satisfaction of businesses and individuals that apply for licenses by mail (Consumer Protection Division)	4.80	4.00	FY06 Q1

Average waiting time at the for-hire vehicle inspection station

Mario Goderich

**Performance Graph****Average waiting time at the for-hire v...**

↓ good direction

updated: 1/24/2006

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

	ACTUAL	GOAL	DATE
Average waiting time at the for-hire vehicle inspection station-monthly	27	n/a	Feb 2006
Customer satisfaction of individuals using the for-hire inspection station	n/a	n/a	FY06 Q1

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Parent Objectives

Measures

4H leadership and life skills program participants improving skills

Owner(s)

Mario Goderich

Performance Graph

Initiatives Linked To Measure

Owner(s)



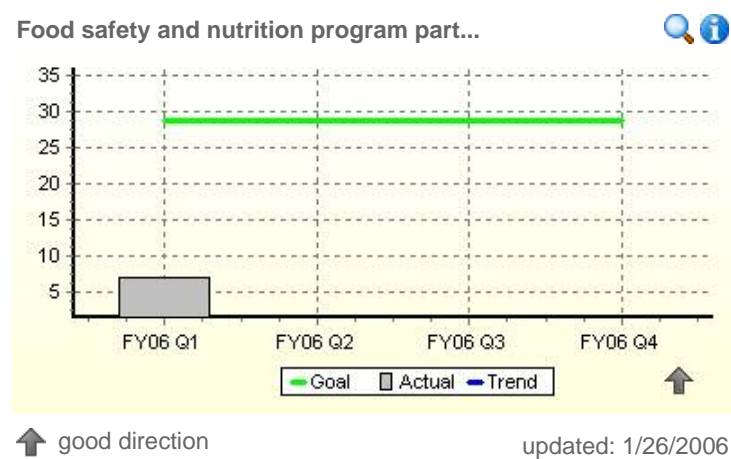
↑ good direction

updated: 1/24/2006

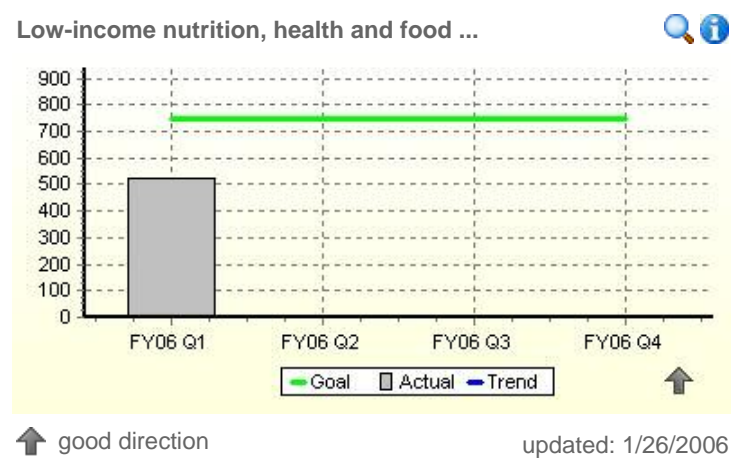
Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
4H leadership and life skills program participants improving skills-monthly	546	156	Feb 2006
Customer satisfaction of 4H leadership and life skills educational program attendees	4.80	4.00	FY06 Q1

Parent Objectives



Child Measures Linked To Measure	ACTUAL	GOAL	DATE
Food safety and nutrition program participants improving skills-monthly	52	10	Feb 2006
Customer satisfaction of food safety and nutrition program attendees	4.50	4.00	FY06 Q1



Child Measures Linked To Measure	ACTUAL	GOAL	DATE
Low-income nutrition, health and food purchasing program participants improving skills-monthly	387	250	Feb 2006
Customer satisfaction of nutrition, health and food purchasing program attendees	4.50	4.00	FY06 Q1

Initiatives Linked To Objective

Owner(s)

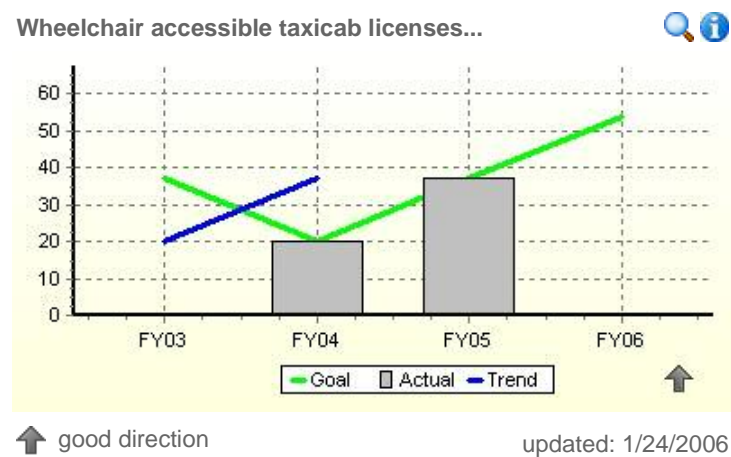
GrandParent Objectives

Parent Objectives

Performance Graph

Initiatives Linked To Measure

Owner(s)



Child Measures Linked To Measure

ACTUAL

GOAL

DATE



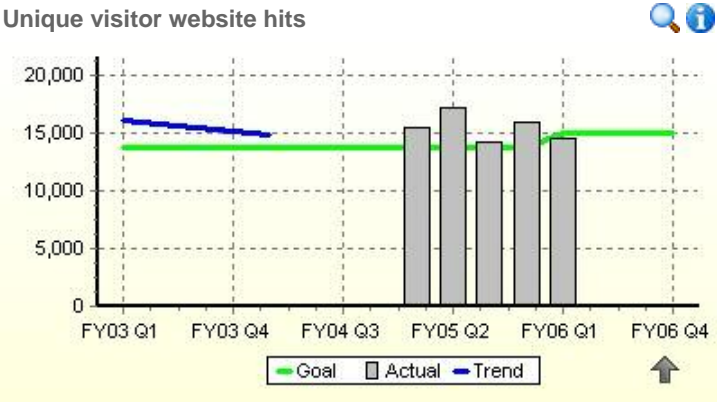
Objective Name	Owner(s)
NU 2.2 Website access to information and services - CSD	Mario Goderich Patrick Smilke

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Parent Objectives

Measures	Owner(s)
Unique visitor website hits	Mario Goderich Patrick Smilke

Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
<div></div> <div>Unique visitor website hits-monthly</div>	5,052	5,000	Feb 2006

↑

good direction

updated: 2/1/2006

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Parent Objectives

Measures

Average days to close a consumer complaint

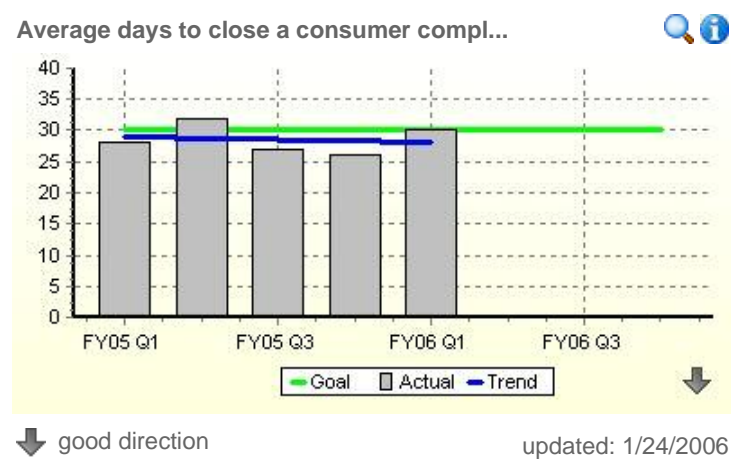
Owner(s)

Mario Goderich

Performance Graph

Initiatives Linked To Measure

Owner(s)



Child Measures Linked To Measure	ACTUAL	GOAL	DATE
▲ Average days to close a consumer complaint-monthly	35	30	Feb 2006

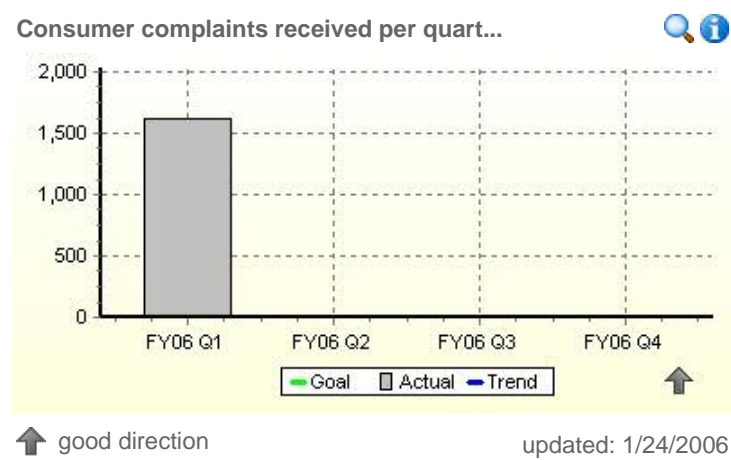
Consumer complaints received per quarter

Mario Goderich

Performance Graph

Initiatives Linked To Measure

Owner(s)



Child Measures Linked To Measure	ACTUAL	GOAL	DATE
Consumer complaints received per month	421	n/a	Feb 2006

Consumer refunds recovered

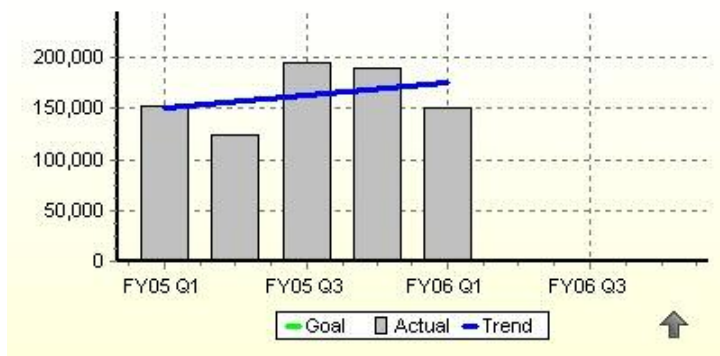
Mario Goderich

Performance Graph

Initiatives Linked To Measure

Owner(s)

Consumer refunds recovered	ACTUAL	GOAL	DATE
Consumer refunds recovered-monthly	65,417	n/a	Feb 2006
Customer satisfaction of	4.30	4.00	FY06 Q1



▲ individuals that file a complaint with the mediation center

↑ good direction

updated: 1/24/2006

Mediation center calls answered within 30 seconds

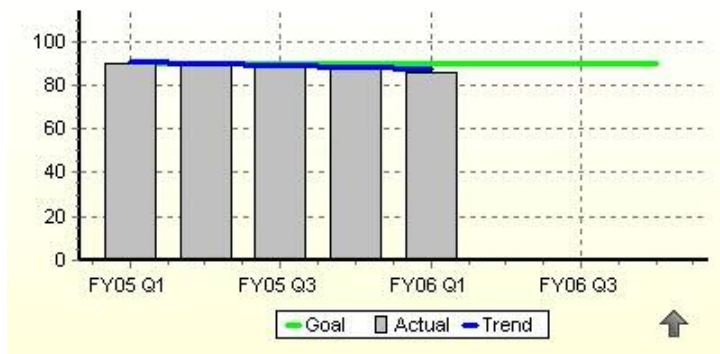
Mario Goderich

#### Performance Graph

#### Initiatives Linked To Measure

#### Owner(s)

Mediation center calls answered within...



↑ good direction

updated: 1/24/2006

#### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Mediation center calls answered within 30 seconds-monthly	83	90	Feb 2006

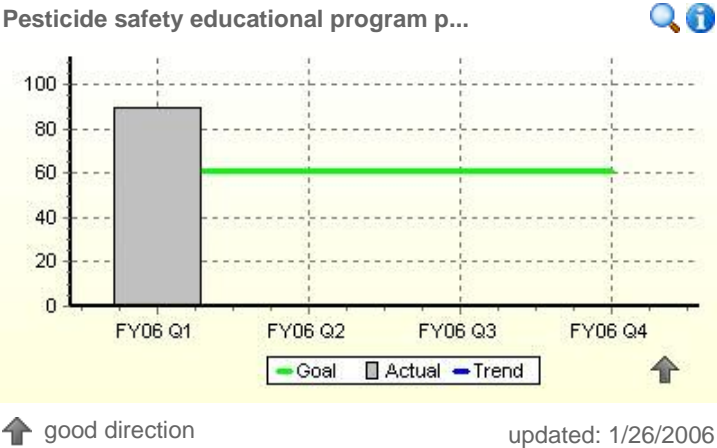
<b>Objective Name</b>	<b>Owner(s)</b>
NU 3.1 Marine resource, plant maintenance, and pesticide training - CSD	Mario Goderich Don Pybas

<b>Initiatives Linked To Objective</b>	<b>Owner(s)</b>	<b>GrandParent Objectives</b>
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Parent Objectives

<b>Measures</b>	<b>Owner(s)</b>
Pesticide safety educational program participants increasing skills	Mario Goderich

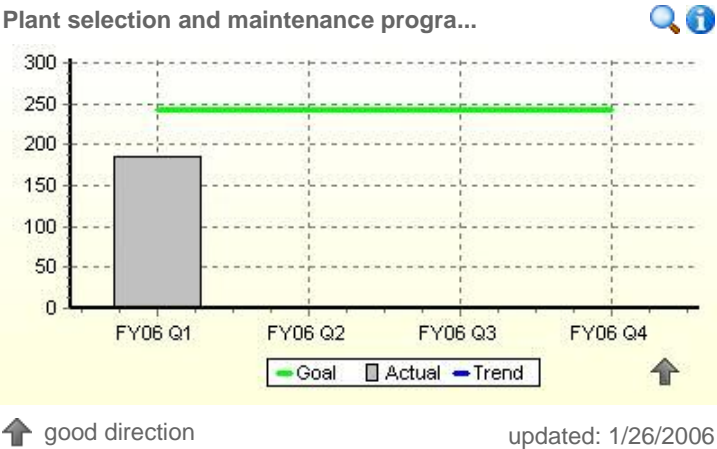
<b>Performance Graph</b>	<b>Initiatives Linked To Measure</b>	<b>Owner(s)</b>
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
Pesticide safety educational program participants increasing skills-monthly	42.00	20.41	Feb 2006

Plant selection and maintenance program participants improving skills	Mario Goderich
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<b>Performance Graph</b>	<b>Initiatives Linked To Measure</b>	<b>Owner(s)</b>
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
Plant selection and maintenance program participants improving skills-monthly	90.00	81.25	Feb 2006
Customer satisfaction of resource management educational program attendees	4.70	4.00	FY06 Q1

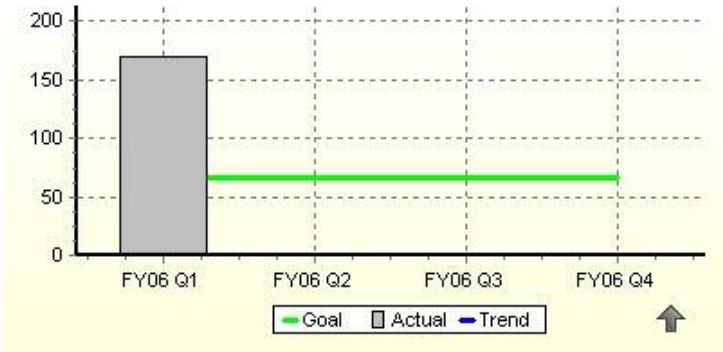
Resident and marine industry resource management educational program participants improving skills	Mario Goderich
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<b>Performance Graph</b>	<b>Initiatives Linked To Measure</b>	<b>Owner(s)</b>
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
Resident and marine industry resource management	30	22	Feb 2006

educational program participants  
improving skills-monthly



↑ good direction

updated: 1/26/2006

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Parent Objectives

Measures

Customer satisfaction of pesticide safety educational program attendees

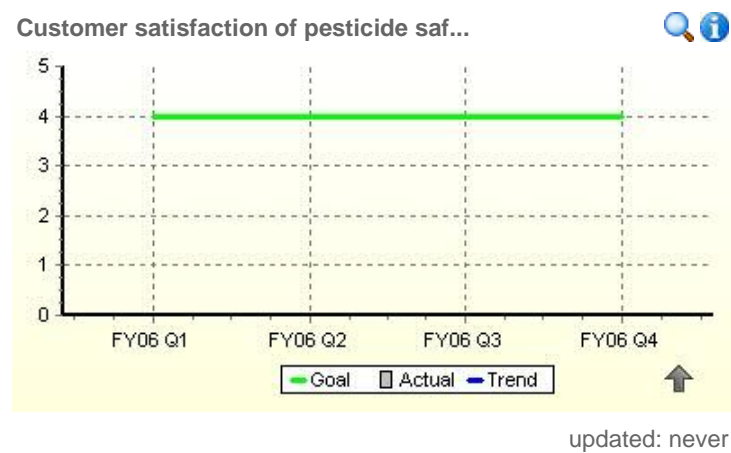
Owner(s)

Mario Goderich

Performance Graph

Initiatives Linked To Measure

Owner(s)



Child Measures Linked To Measure	ACTUAL	GOAL	DATE
Customer satisfaction of pesticide safety educational program attendees-monthly	5	4	Feb 2006

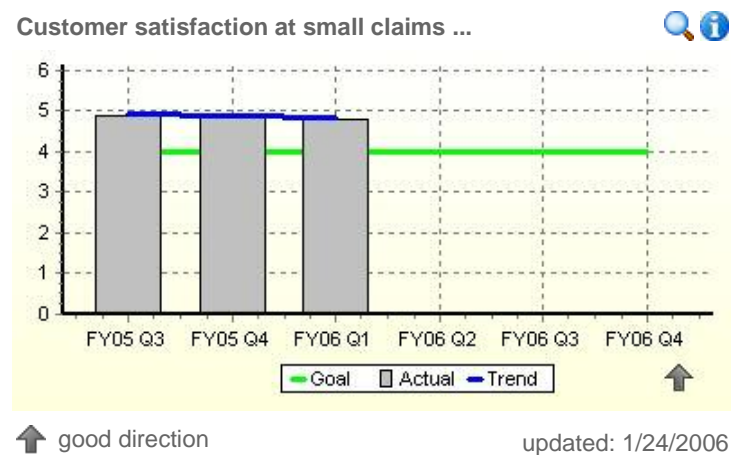
Customer satisfaction at small claims clinics

Leonard Elias Mario Goderich

Performance Graph

Initiatives Linked To Measure

Owner(s)



Child Measures Linked To Measure	ACTUAL	GOAL	DATE
Customer satisfaction at small claims clinics-monthly	4.98	4.00	Mar 2006

Customer satisfaction of businesses and individuals obtaining licenses in person (Passenger Transportation Regulatory Division)

Mario Goderich Joe Mora

Performance Graph

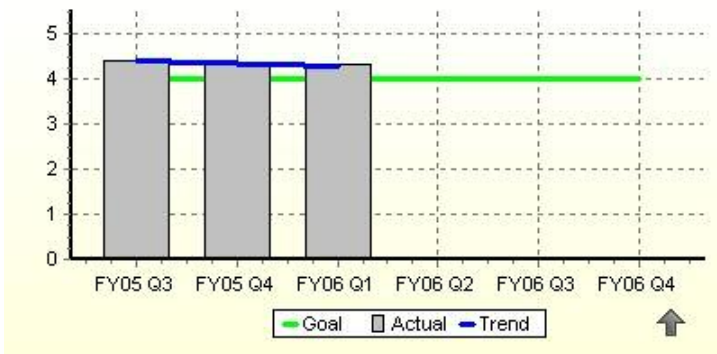
Initiatives Linked To Measure

Owner(s)

Customer satisfaction of businesses an...

Child Measures Linked To Measure	ACTUAL	GOAL	DATE
Customer satisfaction of businesses and individuals obtaining licenses in person	4	4	Feb 2006

(Passenger Transportation  
Regulatory Division)-monthly



↑ good direction

updated: 1/26/2006

Customer satisfaction of chauffeurs attending PTRD training classes

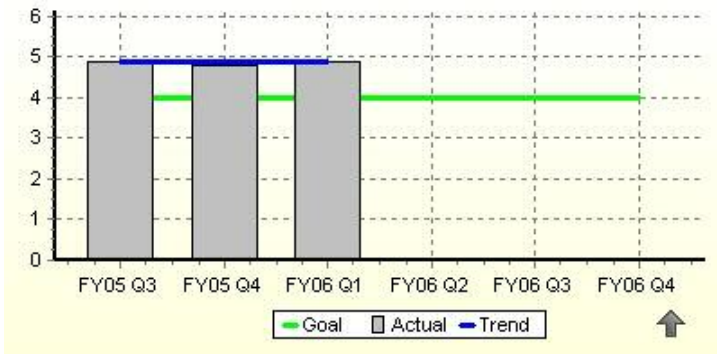
Mario Goderich Joe Mora

#### Performance Graph

#### Initiatives Linked To Measure

Owner(s)

A customer satisfaction rating of at ...



↑ good direction

updated: 1/24/2006

#### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
▲ Customer satisfaction of chauffeurs attending PTRD training classes-monthly	5	4	Feb 2006

Customer satisfaction of individuals using the for-hire inspection station

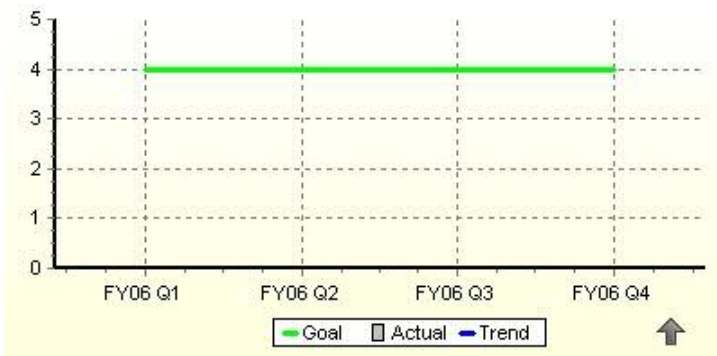
Mario Goderich

#### Performance Graph

#### Initiatives Linked To Measure

Owner(s)

Customer satisfaction of individuals u...



↑ good direction

updated: 1/24/2006

#### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Customer satisfaction of individuals using the for-hire inspection station-monthly	n/a	n/a	Feb 2006

Customer satisfaction of businesses and individuals that apply for licenses in person (Consumer Protection Division)

Mario Goderich

#### Performance Graph

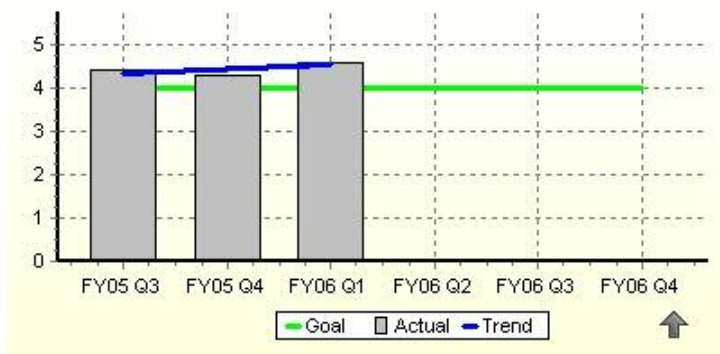
#### Initiatives Linked To Measure

Owner(s)

Customer satisfaction of businesses an...



#### Child Measures Linked To Measure



↑ good direction

updated: 1/24/2006

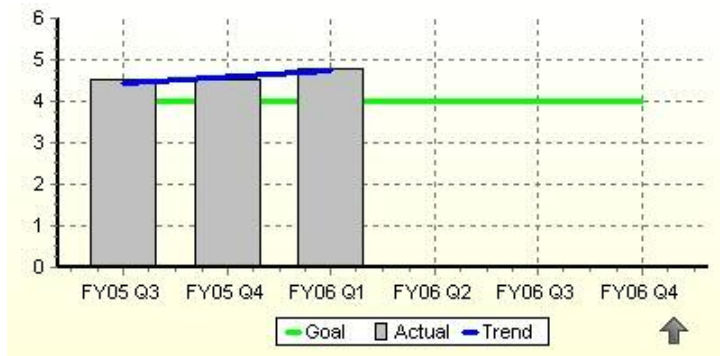
	ACTUAL	GOAL	DATE
Customer satisfaction of businesses and individuals that apply for licenses in person (Consumer Protection Division)-monthly	5	4	Feb 2006

Customer satisfaction of businesses and individuals that apply for licenses by mail (Consumer Protection Division)

Mario Goderich

#### Performance Graph

Customer satisfaction of businesses an...



↑ good direction

updated: 1/24/2006

#### Initiatives Linked To Measure

Owner(s)

#### Child Measures Linked To Measure

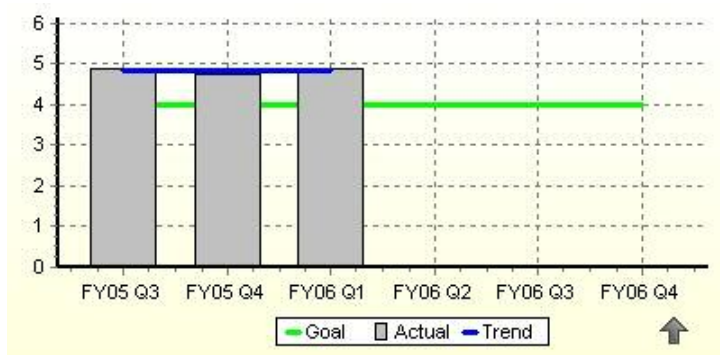
	ACTUAL	GOAL	DATE
Customer satisfaction of businesses and individuals that apply for licenses by mail (Consumer Protection Division) - monthly	5.00	n/a	Feb 2006

Customer satisfaction of businesses that were inspected (Consumer Protection)

Mario Goderich David Leahy

#### Performance Graph

Customer satisfaction of businesses th...



↑ good direction

updated: 1/24/2006

#### Initiatives Linked To Measure

Owner(s)

#### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Customer satisfaction of businesses that were inspected (Consumer Protection)-monthly	4.90	4.00	Feb 2006

Customer satisfaction of individuals that file a complaint with the mediation center

Mario Goderich

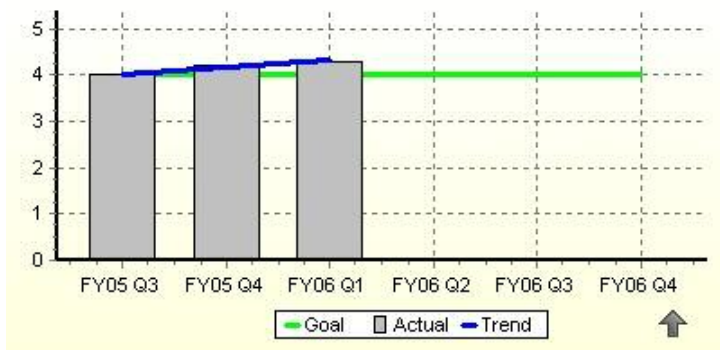
#### Performance Graph

#### Initiatives Linked To Measure

Owner(s)



### Customer satisfaction of individuals t...



↑ good direction

updated: 1/24/2006

### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Customer satisfaction of individuals that file a complaint with the mediation center-monthly	4.40	4.00	Feb 2006

### Customer satisfaction of resource management educational program attendees

Mario Goderich

#### Performance Graph

### Customer satisfaction of resource mana...



↓ good direction

updated: 1/26/2006

### Initiatives Linked To Measure

Owner(s)

### Child Measures Linked To Measure

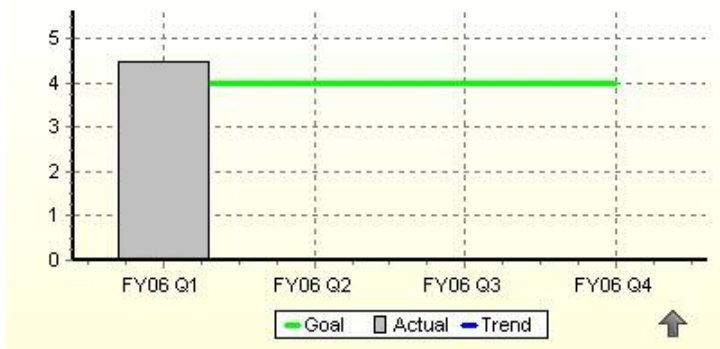
	ACTUAL	GOAL	DATE
Customer satisfaction of resource management educational program attendees-monthly	4.60	4.00	Feb 2006

### Customer satisfaction of money management workshop attendees

Mario Goderich

#### Performance Graph

### Customer satisfaction of money managem...



↑ good direction

updated: 1/24/2006

### Initiatives Linked To Measure

Owner(s)

### Child Measures Linked To Measure

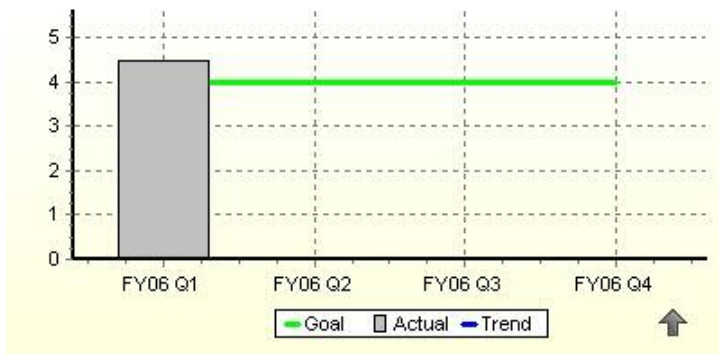
	ACTUAL	GOAL	DATE
Customer satisfaction of money management workshop attendees -monthly	4.55	4.00	Feb 2006

### Customer satisfaction of production/crop protection techniques and ag. business practices workshop attendees

Mario Goderich

## Performance Graph

### Customer satisfaction of production/cr...



↑ good direction

updated: 1/26/2006

## Initiatives Linked To Measure

Owner(s)

### Child Measures Linked To Measure

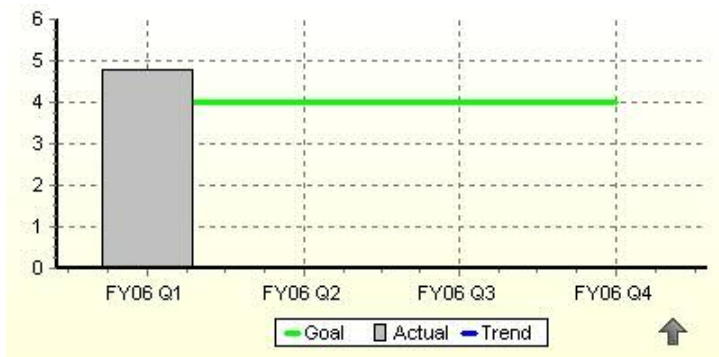
	ACTUAL	GOAL	DATE
▲ Customer satisfaction of production/crop protection techniques and ag. business practices workshop attendees-monthly	4.90	4.00	Feb 2006

Customer satisfaction of 4H leadership and life skills educational program attendees

Mario Goderich

## Performance Graph

### Customer satisfaction of 4H leadership...



↑ good direction

updated: 1/26/2006

## Initiatives Linked To Measure

Owner(s)

### Child Measures Linked To Measure

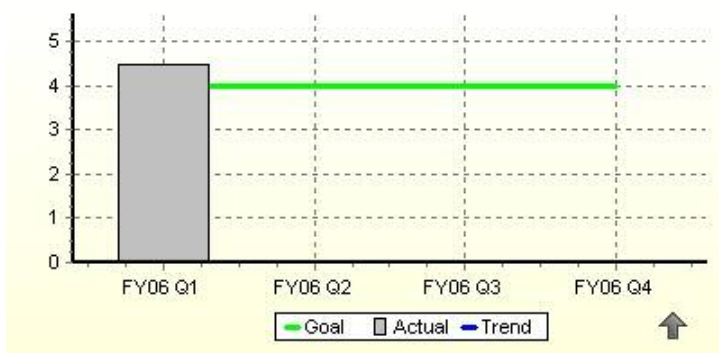
	ACTUAL	GOAL	DATE
▲ Customer satisfaction of 4H leadership and life skills educational program attendees-monthly	4.80	4.00	Feb 2006

Customer satisfaction of food safety and nutrition program attendees

Mario Goderich

## Performance Graph

### Customer satisfaction of food safety a...



↑ good direction

updated: 1/26/2006

## Initiatives Linked To Measure

Owner(s)

### Child Measures Linked To Measure

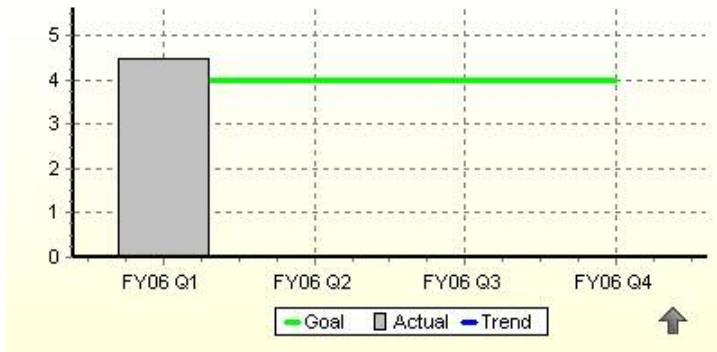
	ACTUAL	GOAL	DATE
▲ Customer satisfaction of food safety and nutrition program attendees-monthly	4	4	Feb 2006

Customer satisfaction of nutrition, health and food purchasing program attendees

Mario Goderich

## Performance Graph

### Customer satisfaction of nutrition, he...



↑ good direction

updated: 1/24/2006

## Initiatives Linked To Measure

## Owner(s)

### Child Measures Linked To Measure

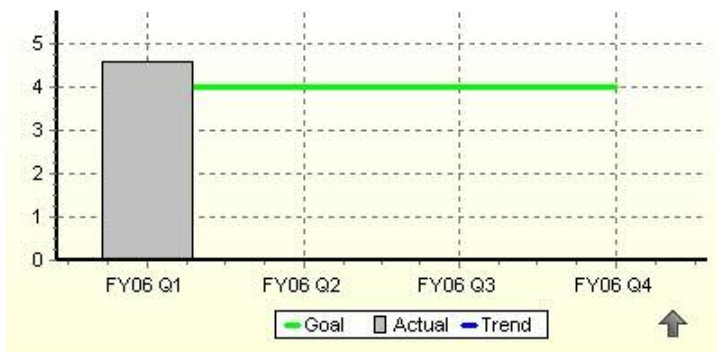
	ACTUAL	GOAL	DATE
▲ Customer satisfaction of nutrition, health and food purchasing program attendees-monthly	4	4	Feb 2006

### Customer satisfaction of plant selection and maintenance workshop attendees

Mario Goderich Don Pybas

## Performance Graph

### Customer satisfaction of plant selecti...



↑ good direction

updated: 1/26/2006

## Initiatives Linked To Measure

## Owner(s)

### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
▲ Customer satisfaction of plant selection and maintenance workshop attendees-monthly	4	4	Feb 2006

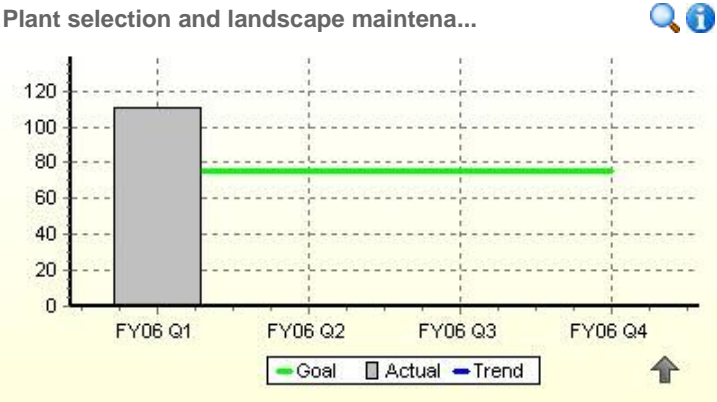
Objective Name	Owner(s)
NU 5.1 Neighborhood enhancement	Mario Goderich Don Pybas

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Parent Objectives

Measures	Owner(s)
Plant selection and landscape maintenance trainees improving skills	Mario Goderich

Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Plant selection and landscape maintenance trainees improving skills-monthly	191	25	Feb 2006

good direction
updated: 3/22/2006

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Parent Objectives

Measures

Chauffeur applicants appointed to training class within 30 days

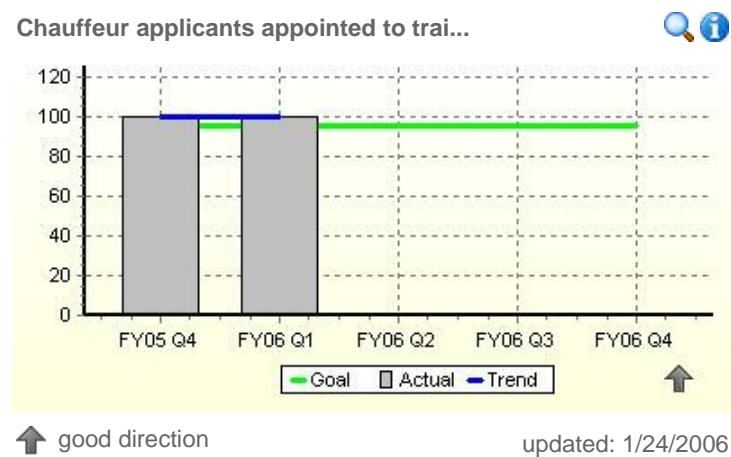
Owner(s)

Mario Goderich

Performance Graph

Initiatives Linked To Measure

Owner(s)



Child Measures Linked To Measure	ACTUAL	GOAL	DATE
Chauffeur applicants appointed to training class within 30 days-monthly	100	95	Feb 2006

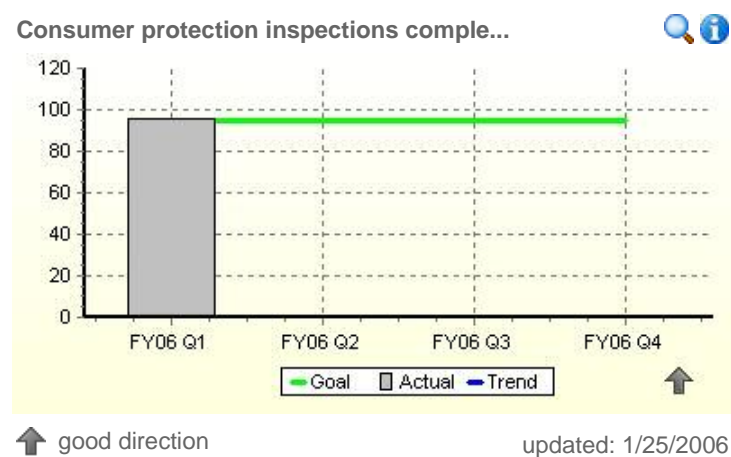
Consumer protection inspections completed within 10 days of referral from mediation

Mario Goderich

Performance Graph

Initiatives Linked To Measure

Owner(s)



Child Measures Linked To Measure	ACTUAL	GOAL	DATE
Consumer protection inspections completed within 10 days of referral from mediation-monthly	100	n/a	Feb 2006

Cable/telecommunications complaint field investigations responded to within 1 business day

Mario Goderich

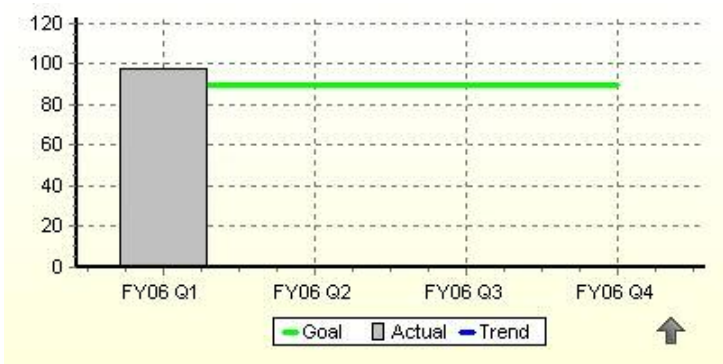
Performance Graph

Initiatives Linked To Measure

Owner(s)

Cable/telecommunications complaint fie...	ACTUAL	GOAL	DATE
Cable/telecommunications	94	90	Feb 2006

complaint field investigations  
responded to within 1 business  
day-monthly



↑ good direction

updated: 1/24/2006

Financial

Objective Name	Owner(s)
Meet Budget Targets (Consumer Services)	Mario Goderich Cathy Peel

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
		Planned necessary resources to meet current and future operating and capital needs (priority outcome)
		Parent Objectives
		(ES8.2.1) Meet Budget Targets

Measures	Owner(s)
Revenue: Total (Consumer Services)	Mario Goderich Cathy Peel
Total revenue in \$1,000s (from FAMIS)	

Performance Graph	Initiatives Linked To Measure	Owner(s)
<div>Revenue: Total (Consumer Services)</div> 		
Child Measures Linked To Measure		
ACTUAL GOAL DATE		

Expen: Total (Consumer Services)	Mario Goderich Cathy Peel
Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)	

Performance Graph

Expen: Total (Consumer Services)

</



Internal

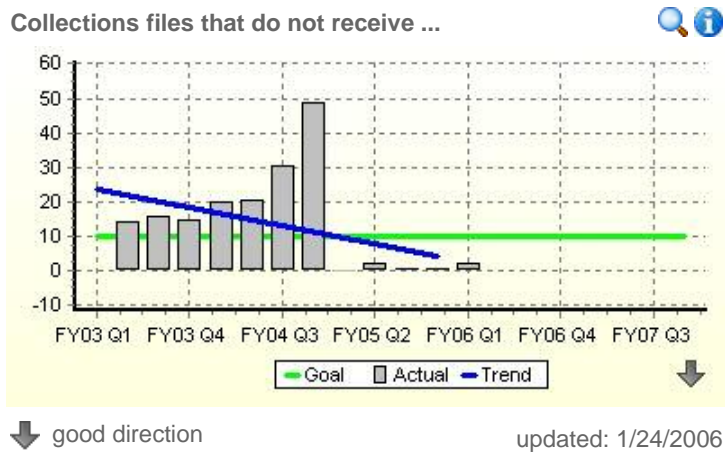
Objective Name	Owner(s)
ES 1.1 Licensing, chauffeur training, inspection, and collection standards - CSD	Mario Goderich David Leahy Joe Mora

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Parent Objectives

Measures	Owner(s)
Collections files that do not receive follow-up actions within 60 days (CSD)	Mario Goderich

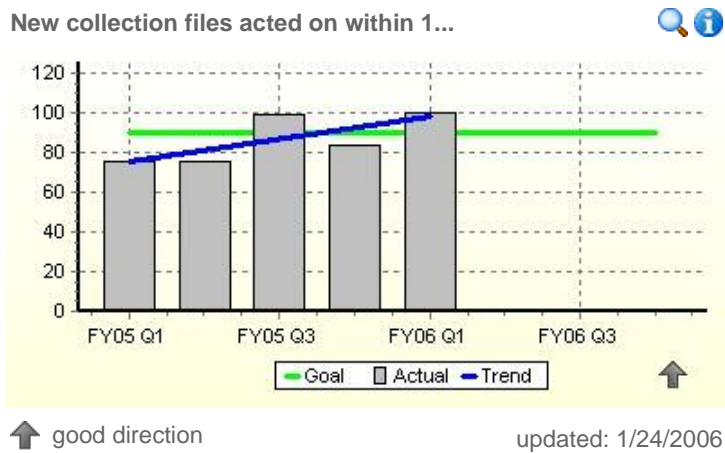
Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
☑ Collections files that do not receive follow-up actions within 60 days (CSD)-monthly	5	10	Feb 2006

New collection files acted on within 10 days of receipt	Mario Goderich
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Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
▲ New collection files acted on within 10 days of receipt-monthly	97	90	Feb 2006

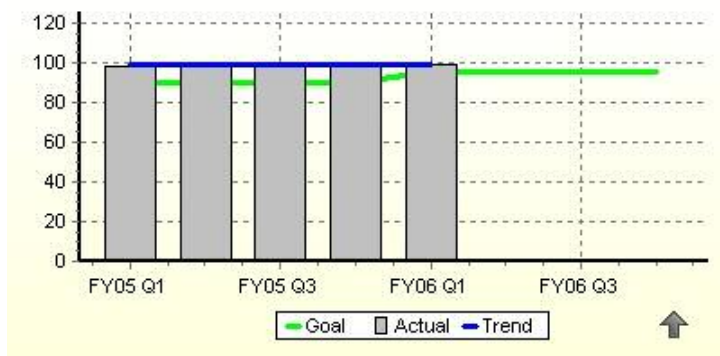
Unlicensed motor vehicle repair, locksmith, moving and towing businesses re-inspected within 20 days of issuing a warning	Mario Goderich
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Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure
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↑ good direction

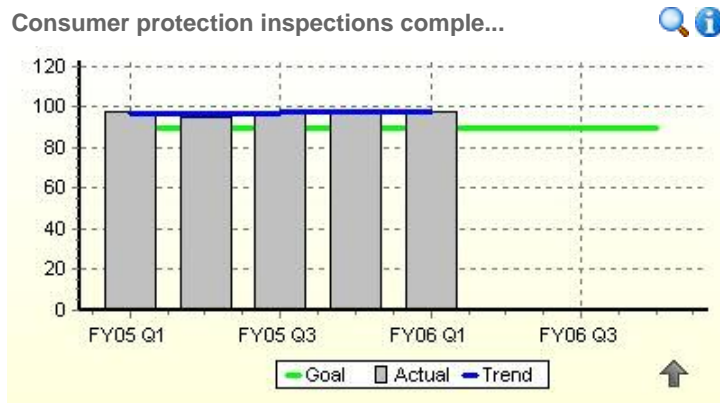
updated: 1/24/2006

	ACTUAL	GOAL	DATE
Unlicensed motor vehicle repair, locksmith, moving and towing businesses re-inspected within 20 days of issuing a warning-monthly	100	95	Feb 2006

Consumer protection inspections completed within 10 days of referral from licensing

Mario Goderich

#### Performance Graph



↑ good direction

updated: 1/25/2006

#### Initiatives Linked To Measure

#### Owner(s)

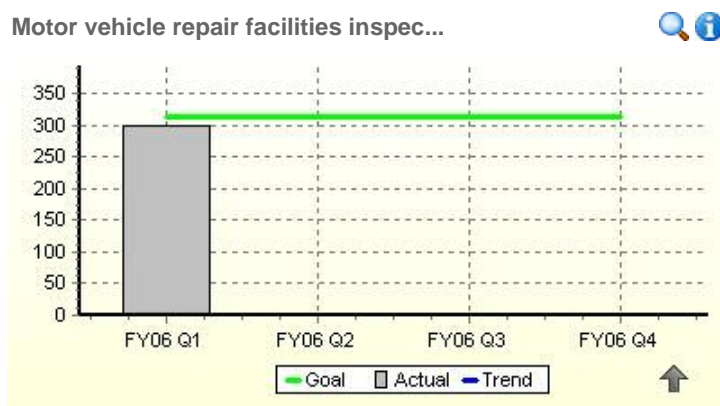
#### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Consumer protection inspections completed within 10 days of referral from licensing-monthly	98	90	Feb 2006

Motor vehicle repair facilities inspected per enforcement officer per quarter

Mario Goderich

#### Performance Graph



↑ good direction

updated: 1/24/2006

#### Initiatives Linked To Measure

#### Owner(s)

#### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Motor vehicle repair facilities inspected per enforcement officer per month	129	105	Feb 2006

Locksmith and moving businesses inspected per quarter

Mario Goderich

#### Performance Graph

#### Initiatives Linked To Measure

#### Owner(s)

### Locksmith and moving businesses inspec...



### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
▲ Locksmith and moving businesses inspected per month	29	27	Feb 2006



↑ good direction

updated: 1/24/2006

Average number of consumer protection code provision inspections per enforcement officer per day

Mario Goderich

### Performance Graph

### Initiatives Linked To Measure

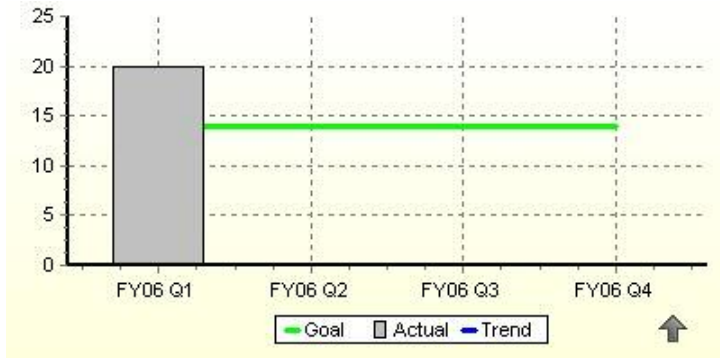
Owner(s)

### Average number of consumer protection ...



### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
▲ Average number of consumer protection code provision inspections per enforcement officer per day -monthly	22	14	Feb 2006



↑ good direction

updated: 1/25/2006

Late renewal and incomplete application warnings within 20 days of a referral from the licensing section

Mario Goderich

### Performance Graph

### Initiatives Linked To Measure

Owner(s)

### Late renewal and incomplete applicatio...



### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
▲ Late renewal and incomplete application warnings within 20 days of a referral from the licensing section-monthly	97	90	Feb 2006



↑ good direction

updated: 1/24/2006

Average number of cable inspections per quarter

Mario Goderich

### Performance Graph

### Initiatives Linked To Measure

Owner(s)

### Average number of cable inspections pe...



↑ good direction

updated: 1/25/2006

### Child Measures Linked To Measure

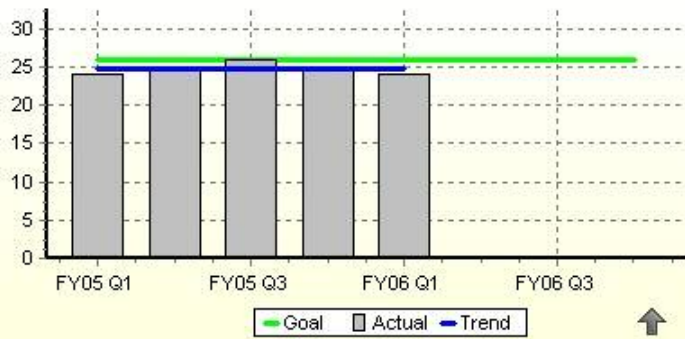
	ACTUAL	GOAL	DATE
▲ Average number of cable inspections per month	271	270	Feb 2006

### Average number of for-hire vehicle and chauffeur field contacts per enforcement officer per day

Mario Goderich

### Performance Graph

### Average number of for-hire vehicle and...



↑ good direction

updated: 1/24/2006

### Initiatives Linked To Measure

Owner(s)

### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
▲ Average number of for-hire vehicle and chauffeur field contacts per enforcement officer per day-monthly	34	26	Feb 2006

# Learning and Growth

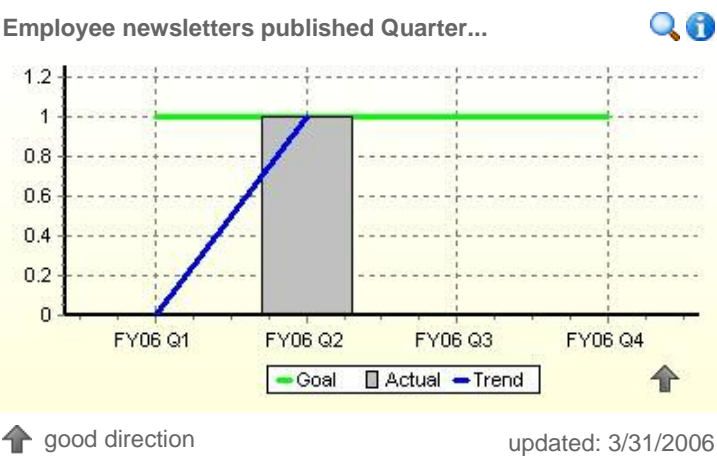
Objective Name	Owner(s)
ED 2.3 Better informed employees	Mario Goderich Patrick Smilke

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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## Parent Objectives

Measures	Owner(s)
Employee newsletters published Quarterly	Mario Goderich Patrick Smilke

Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
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